



Bohrer Park Activity Center at Summit Hall Farm Customer Survey

On behalf of the City of Gaithersburg Department of Parks, Recreation and Culture, I want to thank you for choosing our facility for your event or function. Our goal is to present the finest customer service to our community. Please take a moment to complete the following survey to help us evaluate our services so we may provide the best possible facility and customer satisfaction.

Contact Information:

Terrilyn Lahs	Phone:	(301) 258-6350 x114
Community Facility Director	Fax:	(301) 948-8364
506 South Frederick Avenue	Email:	tlahs@ci.gaithersburg.md.us
Gaithersburg, MD 20877		

1. When did you use a room or gym at our facility?

____ Winter (January-March)
____ Spring (April-May)
____ Summer (June-August)
____ Fall (September-December)

2. The rental experience at the Activity Center met my expectations.

strongly agree					strongly disagree
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

3. The reservation and facility staff was courteous and professional.

strongly agree					strongly disagree
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

4. I would rent a room or gymnasium at the Activity Center again or recommend your facility to others.

strongly agree					strongly disagree
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

5. The facility was easy to find.

strongly agree					strongly disagree
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6. **The facility was appropriately arranged, clean, and desirable.**

strongly agree

strongly disagree

1

2

3

4

5

☐☐☐☐☐

7. **The rental rate was reasonably priced.**

strongly agree

strongly disagree

1

2

3

4

5

☐☐☐☐☐

8. **The rental reservation process was convenient.**

strongly agree

strongly disagree

1

2

3

4

5

☐☐☐☐☐

9. **Have you ever used our facility before?**

Yes

☐

No

☐

10. **Was the equipment (i.e. tables, chairs, etc.) provided suitable?**

Yes

☐

No

☐

If no, please explain.

11. **Was the room temperature comfortable?**

Yes

☐

No

☐

12. **What type of event/function did you host at the Activity Center?**

13. **Do you have any suggestions that may improve the rental experience?**

Optional

Name:

Address:

Phone:
